To: Matthew Powelson(matt@321-law.com)

Subject: U.S. Trademark Application Serial No. 97659026 - LEGAL HELP DESK -

CRA.T.001.

Sent: February 08, 2024 08:42:02 PM EST

Sent As: tmng.notices@uspto.gov

Attachments

screencapture-www-acronymfinder-com-search-af-aspx-16938610021321

screencapture-www-collinsdictionary-com-dictionary-english-help-desk-16938612686521(1)

screencapture-lambdalegal-org-helpdesk-16938614811841(1)

screencapture-kgrlaw-com-lhd-16938628603241(1)

screen capture-uark-give pulse-com-event-202730-Benton-County-Legal-Help-Desk-Friday-com-event-202730-Benton-Event-202750-Benton-Event-202750-Bent

mornings-16938630552201(1)

screencapture-www-welcoa-org-resources-legal-help-desk-16938631078171(1)

screencapture-www-farwellrashkis-com-legal-help-desk-16939479226461

screencapture-nilestownshipgov-com-205-Legal-Assistance-17074324979321

screencapture-foundationlegalhelpdesk-org-17074330000781

screencapture-www-sorsaschools-org-legal-help-desk-17074333359511

screencapture-www-sorsaschools-org-school-risk-management-school-risk-management-and-

safety-resource-library-17074334210911

screencapture-www-waukegantownship-com-Calendar-aspx-17074335011161

screencapture-lambdalegal-org-helpdesk-17074337628901

screencapture-www-welcoa-org-resources-legal-help-desk-17074340835541

screencapture-www-wfmj-com-story-40532199-mahoning-county-probate-court-to-offer-

free-legal-help-desk-17074343133761

screencapture-www-8x8-com-blog-help-desk-services-17074419794981

screencapture-www-backbaystaffinggroup-com-legal-17074422104411

United States Patent and Trademark Office (USPTO) Office Action (Official Letter) About Applicant's Trademark Application

U.S. Application Serial No. 97659026

Mark: LEGAL HELP DESK

Correspondence Address:

Matthew Powelson P.O. BOX 911 MONTEREY CA 93942 UNITED STATES

Applicant: Craig Rashkis

Reference/Docket No. CRA.T.001.

Correspondence Email Address: matt@321-law.com

NONFINAL OFFICE ACTION

Response deadline. File a response to this nonfinal Office action within three months of the "Issue date" below to avoid <u>abandonment</u> of the application. Review the Office action and respond using one of the links to the appropriate electronic forms in the "How to respond" section below.

Request an extension. For a fee, applicant may <u>request one three-month extension</u> of the response deadline prior to filing a response. The request must be filed within three months of the "Issue date" below. If the extension request is granted, the USPTO must receive applicant's response to this letter within six months of the "Issue date" to avoid abandonment of the application.

Issue date: February 8, 2024

The applicant's most recent response and amendment to allege use have been reviewed by the assigned trademark examining attorney. The amendment to allege use satisfies the minimum filing requirements under 37 C.F.R. §2.76(c) and it satisfies all statutory requirements. *See* TMEP §1104.10. However, based on information and/or documentation in applicant's most recent response, the trademark examining attorney now issues the following new refusal: Registration is refused on the Supplemental Register. *See* TMEP §§706, 711.03.

The following refusal raised in the previous 09/05/2023 Office action is maintained: Section 2(e)(1) refusal.

SUMMARY OF ISSUES that applicant must address:

• New Issue: Registration is refused on the Supplemental Register

Registration is refused on the Supplemental Register

Registration is refused on the Supplemental Register because the applied-for mark is generic and thus incapable of distinguishing applicant's services. Trademark Act Sections 23(c) and 45, 15 U.S.C. §§1091(c), 1127; see TMEP §§1209.01(c) et seq.

In the present case, applicant seeks to register the applied-for mark "LEGAL HELP DESK" for "Legal Services; Legal Advisory Services; Legal Consultation Services."

The test for determining whether an applied-for mark is generic is its primary significance to the relevant public. *See USPTO v. Booking.com B.V.*, 140 S. Ct. 2298, 2304, 2020 USPQ2d 10729, at *5 (2020); *Princeton Vanguard, LLC v. Frito-Lay N. Am., Inc.*, 786 F.3d 960, 965, 114 USPQ2d 1827, 1830 (Fed. Cir. 2015) (quoting *H. Marvin Ginn Corp. v. Int'l Ass'n of Fire Chiefs, Inc.*, 782 F.2d 987, 989-90, 228 USPQ 528, 530 (Fed. Cir. 1986)); TMEP §1209.01(c)(i). Making this determination involves a two-step inquiry:

- (1) What is the genus of services at issue?
- (2) Does the relevant public understand the designation primarily to refer to that genus of services?

In re Cordua Rests., Inc., 823 F.3d 594, 599, 118 USPQ2d 1632, 1634 (Fed. Cir. 2016) (citing H. Marvin Ginn Corp. v. Int'l Ass'n of Fire Chiefs, Inc., 782 F.2d at 990, 228 USPQ at 530; TMEP §1209.01(c)(i).

Regarding the first part of the inquiry, the genus of the services may be defined by an applicant's identification of services. See In re Cordua Rests., Inc., 823 F.3d at 602, 118 USPQ2d at 1636 (quoting Magic Wand Inc. v. RDB Inc., 940 F.2d 638, 640, 19 USPQ2d 1551, 1552 (Fed. Cir. 1991)); see also In re 1800Mattress.com IP, LLC, 586 F.3d 1359, 1361, 1363, 92 USPQ2d 1682, 1682, 1684 (Fed. Cir. 2009).

In this case, the application identifies the services as "Legal Services; Legal Advisory Services; Legal Consultation Services," which adequately defines the genus at issue.

Regarding the second part of the inquiry, the relevant public is the purchasing or consuming public for the identified services. Loglan Inst. Inc. v. Logical Language Grp., Inc., 962 F.2d 1038, 1041, 22 USPQ2d 1531, 1533 (Fed. Cir. 1992) (quoting *Magic Wand Inc. v. RDB Inc.*, 940 F.2d at 640, 19 USPQ2d at 1553). In this case, the relevant public comprises ordinary consumers who purchase applicant's services, because there are no restrictions or limitations to the channels of trade or classes of consumers. In addition to the evidence set forth in the previous Office action, which is adopted and incorporated herein by reference, additional evidence attached to this refusal demonstrates that the phrase "legal help desk" would be recognized by the purchasing public as referring to a type or category of legal services and that it therefore is generic for applicant's services. See Attachments from the following:

- Back Bay Staffing: https://www.backbaystaffinggroup.com/legal
 Niles Township: https://nilestownshipgov.com/205/Legal-Assistance
 Foundation Legal Help Desk: https://foundationlegalhelpdesk.org/
 Sorsa: https://www.sorsaschools.org/legal-help-desk/

- WaukeganTownship:https://www.waukegantownship.com/Calendar.aspx?EID=1849&month=7&year=2018&d
 Lambda Legal: https://lambdalegal.org/helpdesk/
- Welcoa: https://www.welcoa.org/resources/legal-help-desk/
- Mahoning County Probate Court: https://www.wfmj.com/story/40532199/mahoning-county-probate-court-to-offer-free-legal-help-desk
- Help Desk Services for Businesses:https://www.8x8.com/blog/help-desk-services?locale=us

Applicant cannot overcome this refusal by submitting a claim of acquired distinctiveness under Trademark Act Section 2(f). See 15 U.S.C. §1052(f). Such a claim would be insufficient because "generic terms cannot be rescued by proof of distinctiveness or secondary meaning no matter how voluminous the proffered evidence may be." *Royal Crown Co. v. Coca-Cola Co.*, 892 F.3d 1358, 1370, 127 USPQ2d 1041, 1048 (Fed. Cir. 2018) (quoting *In re Northland Aluminum Prods.*, 777 F.2d 1556, 1558, 227 USPQ2d 961, 962 (Fed. Cir. 1985)); *see* TMEP §1212.02(i).

For the foregoing reasons, registration is refused on the Supplemental Register.

How to respond. File a <u>response form to this nonfinal Office action</u> or file a <u>request form for an extension of time to file a response</u>.

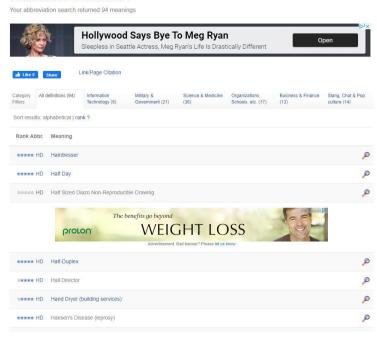
/Barbara Rutland/ Trademark Examining Attorney Law Office 101 (571) 272-9311 Barbara.Rutland@USPTO.GOV

RESPONSE GUIDANCE

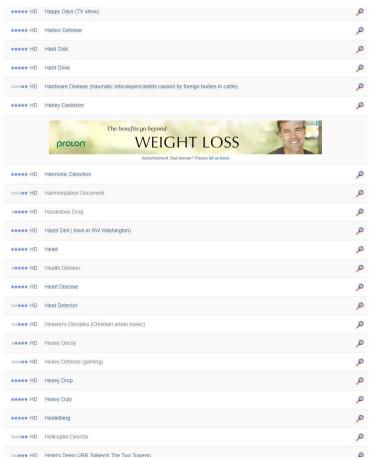
- Missing the deadline for responding to this letter will cause the application to <u>abandon</u>. A response or extension request must be received by the USPTO before 11:59 p.m. Eastern Time of the last day of the response deadline. Trademark Electronic Application System (TEAS) <u>system availability</u> could affect an applicant's ability to timely respond. For help resolving technical issues with TEAS, email <u>TEAS@uspto.gov</u>.
- Responses signed by an unauthorized party are not accepted and can cause the application to abandon. If applicant does not have an attorney, the response must be signed by the individual applicant, all joint applicants, or someone with legal authority to bind a juristic applicant. If applicant has an attorney, the response must be signed by the attorney.
- If needed, **find contact information for the supervisor** of the office or unit listed in the signature block.



What does HD stand for?







FARLEX



have more than one string to... To have multiple viable options or alternatives available in the event that the current... Watch Video



high muckety-muck



ssss∗ HD	Heloma Durum	P
**** HD	Help Desk	ø
s**** HD	Helper-Dependent (genes)	P
₽#### HD	Helsingborgs Dagblad (Swedish newspaper)	P
s**** HD	Hemodialysis	O
s**** HD	Hemodynamically (stable)	ø
**** HD	Hemorrhagic Disease	P
**** HD	Henry Draper (star catalog)	P
ssa*** HD	Hepatosis Dietetica	P
≎**** HD	Hexanedione	ø
oo*** HD	Hidden Desire	P
**** HD	High Definition	P
**** HD	High Density	P
ssann HD	High Dispersion	ø
±±±± HD	High Distinction (grade)	P
₽#### HD	High Distortion	ø
***** HD	High Dive	P
ssann HD	High-Drag	ø
**** HD	Higher Diploma	ø
ssann HD	Highly Dispersed	P
₽#### HD	Highway Department	P
**** HD	Hilary Duff	ø
□*** HD	Hip Dysplasia	P
***** HD	Hio-Disarticulation (amoutation)	Ø



neinie me der rue hi nieer stat re

high muckety-muck slang An especially important, influential, and authoritative person, especially someone who is overbearingly or arrogantly so. *Go To Article*



saddle up saddle up saddle up saddle in order to ride it. There's a storm comingwed... Watch Video



**** HD	Historic District	P			
**** HD	Hit Dice (role-playing games)	P			
≎*** HD	Hodgkin's Disease	P			
saa∗a HD	Hoe Down (party)	P			
**** HD	Högsta Domstolen (Swedish supreme court of justice)	P			
**** HD	Hold	P	FARL	==	
**** HD	Home Decor	P	high muckety-muck slang An especially important, influential, and authoritative		
**** HD	Home Defense	P		igly or arrogantly	
***** HD	Home Delivery	P	saddle upTo sit in an animal's	ddle upTo sit in an animal's	
**** HD	Home Depot, Inc. (NYSE symbol)	P	The same of the sa		
**** HD	Homeland Defense	P	have more than one string to To have multiple viable options of alternatives available in the even that the current Watch Visker	or	
ssann HD	Homeopathic Doctor	P			
**** HD	Honda	P		1	
□#### HD	Honorable Discharge	P			
**** HD	Honorary Degree	P			
ooo★★ HD	Horizontal Decelerator	P			
sis*** HD	Horizontal Distance	P			
**** HD	Hot Date (The Sims expansion pack)	P			
ssa** HD	Hot Desk	P			
**** HD	Hot Dog	P			
sis*** HD	House Document (USACE)	P			
ssess∗ HD	Household Drivers	P			
ssann HD	Housing Department	P	FARL	PV	
noowe HD	Hrvatski Dragovoliac (Croatian: Volunteer: Zagreb football club)	Ø		EA	



		-
**** HD	Huddersfield (postcode, United Kingdom)	P
**** HD	Human Developement (course of study)	P
oo≉★★ HD	Human Dimension	P
ssa∗∗ HD	Humanitarian Demining (US Government unexploded ordnance mission areas)	P
ssss★ HD	Humidity Detector	P
**** HD	Humpty Dumpty (fictional character)	P
**** HD	Hundred	P
**** HD	Huntington's Disease	P
sas∗∗ HD	Hurricane Days	P
**** HD	Hüsker Dü (band)	P
**** HD	Hybrid Digital (radio technology)	P
ssa∗∗ HD	Hydatid Disease	P
seese HD	Hydraulic Fluid, Diving	P
saaaa HD	Hydrodynamic	P
oo★★★ HD	Hyperactive Disorder	P
**** HD	Hyundai	P
₽#### HD	Mustard Gas	P

Note: We have 50 other definitions for HD in our Acronym Attic

new search | suggest new definition

Search for HD in Online Dictionary Encyclopedia



Now you can use the world's favorite CMS at work.

WordPress VIP is FedRAMP-authorized.

slang An especially important, influential, and authoritative person, especially someone who is overbearingly or arrogantly so. *Go To Article*



saddle up saddle upTo sit in an animal's saddle in order to ride it. There's a storm comingwe'd... Watch Visley







high muckety-muck
slana An especially important, influential, and authoritative
person, aspecially someone who is overbearingly or arrogantly
so. Go To Article

RELATED ITEMS



saddle up saddle upTo sit in an animal's saddle in order to ride it. There's a storm comingwe'd... <u>Watch Video</u>



have more than one string to...

To have multiple viable options or alternatives available in the event that the current. Watch Video



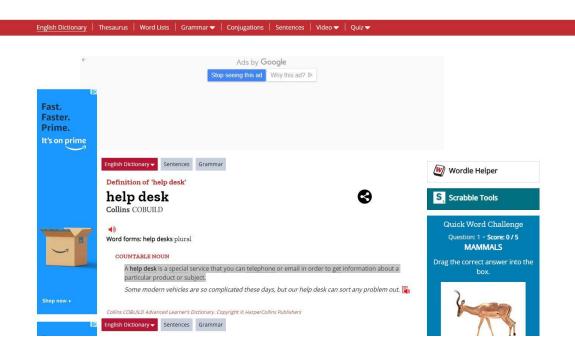






The Acronym Finder is © 1988-2023, Acronym Finder, All Rights Reserved. Feedback
Terms of usage | Licensing Info | Advertising Info | Privacy Policy | Site Map





Faster. Prime. It's on prime

Fast. Faster.

Prime.

Examples of 'help desk' in a sentence

help desk

Collins, or its parent company HarperCollins.

We welcome feedback: report an example sentence to the Collins team. Read more...

The technology help desk sent out a warning to stop replying and commenting. THE GUARDIAN (2018)

THE GUARDIAN (2020)

personally tailored help desk which puts things at people's fingertips. THE GUARDIAN (2016)

> IT support / help desk 8. THE GUARDIAN (2020)

But knowledgeable officials admit that it should be less simple to obtain an access token by impersonating an official from a different department over the phone to a help desk.

 $A\ lot\ of\ the\ press\ around\ AI\ first\ focuses\ on\ virtual\ assistants, but\ AI\ is\ not\ necessarily\ synonymous\ with\ a$

THE GUARDIAN (2016)

Message left for operative to contact the help desk.

TIMES, SUNDAY TIMES (2013)

They say he ran a web help desk for hackers.

THE SUN (2017)

What's more, the people on the end of their freephone help-desk number were delightful. TIMES, SUNDAY TIMES (2009)

Then they need to provide help desk support for each.

English Dictionary ▼ Sentences Grammar

 $If you're \textit{ single, } \underline{smiles} \textit{ at a help desk can mark the } \underline{start of love that's deeply \underline{emotional but practical}} \textit{ too.}$ THE SUN (2018)









What's the difference between ground floor and first floor?

This week we are looking at some words which can be used differently in British and American English: ground floor and first floor. Improve your English with Collins.

SEPTEMBER 4, 2023

READ MORE



• You may also like •





audible

home of

Click Here for Mc

Don't miss this conten

PARIS

Browse alphabetically

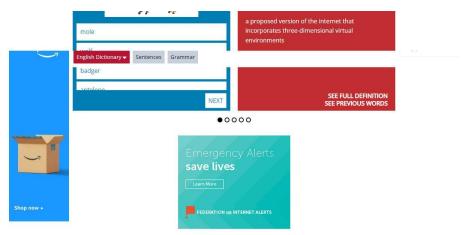
help desk



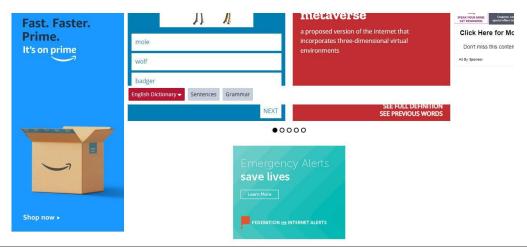














FAQS
Related Links

Cookies Settings Terms & Conditions Privacy Policy California Privacy Rights Do Not Sell My Personal Information © Collins 2023

Security

https://iambdalegal.org/helpdesk/ at 05.04.48, 09/04/2023

Need help understanding your rights as an LGBTQ+ person or someone living with HIV? Click here to visit our virtual Help Desk.



About Us

What We Do

Get Involved

News

Search

Donate

HELP DESK-



Contact the Help Desk

Lambda Legal's Help Desk cannot provide legal advice, and your communication to our Help Desk does not establish an attorney-client relationship.

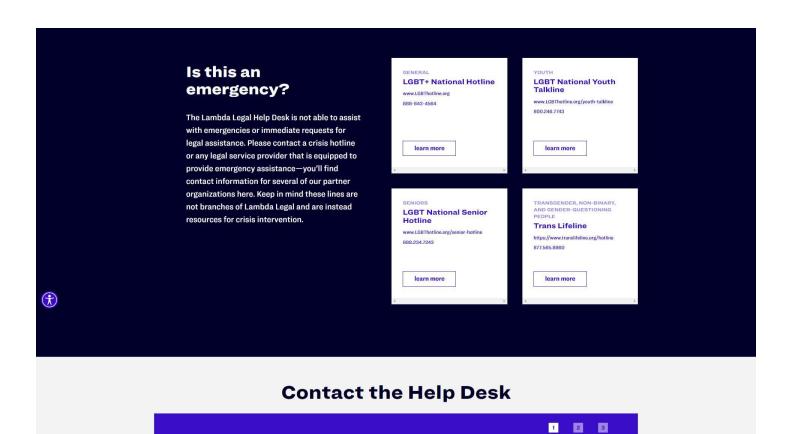
The Help Desk is not able to assist with emergencies nor time-sensitive requests for legal assistance. Additionally, as we are not a crisis hotline, if you need help finding such support we have list of LGBTQ+ focused hotlines listed below.

Lambda Legal's Help desk is a resource for the community we serve in providing general legal information and resources relating to discrimination based on sexual orientation, gender identity and gender expression, and HIV status.

Please note: We are unable to take walkins.

Contact us





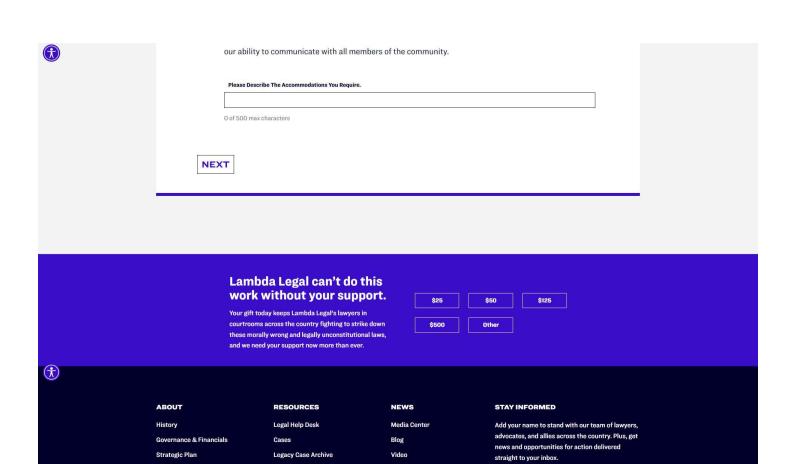


Contact Information

Legal First Name	Legal Middle Name	Legal Last Name
Preferred First Name (Required)	Preferred Middle Name	Preferred Last Name (Required)
Pronouns (Required)		
Select an option		•
Email (Required)	Phone	
Mailing Address (<i>Required</i>)		
City of Residence	State of Resi	idence
Zipcode		
Preferred Method Of Contact (Required)		
Select an option		E.

The Lambda Legal Help Desk is committed to providing access to our electronic and information technology, including our web pages, for members of our community with disabilities in accordance with state and federal law and to the extent outside of that and within our capacity.

If you have a disability and the format of any material on our web pages interferes with your ability to access the information, please provide that information in the box below. To enable us to respond in a manner most helpful to you, please indicate the nature of the accessibility problem, the web address of the requested material, your preferred format in which you want to receive the material (electronic format (ASCII, etc.), standard print, large print, etc.), and your contact information. Though we cannot guarantee that we would be able to meet every accommodation, this information will help us improve



Legacy News Archive

First Name

Staff

Contact

Legal Docs Archive

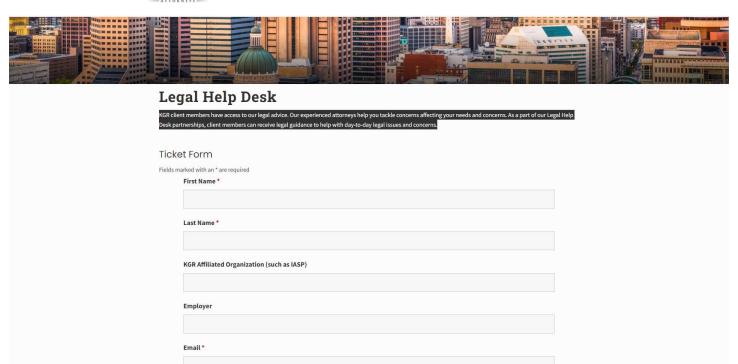


https://kgrlaw.com/lhd/ at.05.27.43, 09/04/2023

Contact Us (317) 692-9000 f in Directions



Firm v Professionals Practice Areas Information v Legal Lessons v News Careers Contact Q



	Phone Number *			
	Details of your query *			
			6	
	Submit			
'				
		reen text acknowledging receipt and an email notification sent to your email ac or query, please email KGR directly at LHDbackup@kgrlaw.com	ddress you submitted above. If	
		onnect with us!		
Kroger, Gardis & 111 Monument (k Regas, LLP Circle, Suite 900 Indianapolis, IN 46204	000		
(317) 692-9000 (317) 264-6832				
Directions				
		Copyright © 2023 - Kroger, Gardis & Regas, LLP - Log in		
		сорупун с хого - подеч, овнов в нерво, сес - Lug III		



Explore our new view in beta release 2 - Switch to New View





Benton County Legal Help Desk (Friday mornings)

Open Opportunity

University of Arkansas / ... / School of Law / *School of Law -... / Events / Benton County Legal Help...



Students will work alongside an experienced attorney at the Benton County Courthouse Help Desk to help people represent themselves. Students will gain experience assisting pro se lidigants with drafting pleadings. Responsibilities include conducting interviews to determine legal needs, helping people find and fill out legal forms, giving general advice on how things work procedurally, and directing people to resources. Questions at the Help Desk include issues such as divorce, name change, evictions, emancipation, deed transfer, wage garnishment, social security disability, and guardianship.

Commitment: Fridays 9am-12pm. Students must commit to coming at least three times during the semester.

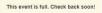
 $\textbf{Eligibility:} \ \textbf{All law students are eligible to participate.} \ \textbf{Rule XV certification is} \ \underline{not} \ \textbf{required}; \ \textbf{no attorney client relationship is created in}$

How to apply: Interested students should email the supervising attorney Marshall Prettyman at marshallprettyman@gmail.com.

Pro bono credit: This is an approved pro bono opportunity. In order to receive recognition for your pro bono work from the Law School, you must record your hours in GivePuise. Information about the Pro Bono program is available here: https://law.uark.edu/service-out/reach/probono/index.php. Contact Professor Smith (abs006@uark.edu) if you have any questions.

Positions	0 Remaining

Wondering if you should register to volunteer? Based on the CDC guidelines, we are asking you the following





Sara Gosman Contact

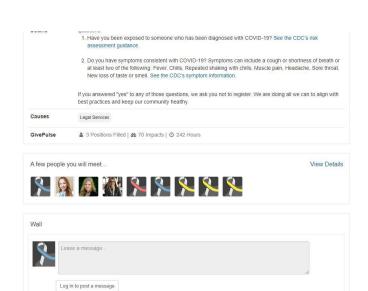
Share With Friends













powered by OGIVEPulse

Learn more about GivePulse
Support Center / FAQ GivePulse Careers (We Are Hiring!)

Privacy Policy Terms & Conditions



Copyright © 2023 by GivePulse, Inc., All rights reserved.



HOME - RESOURCES

MEMBERS ONLY RESOURCE

Legal Help Desk



Wellness Law Attorney, Barbara Zabawa, has partnered with WELCOA to offer a new member-exclusive legal help desk service.



NOT A WELCOA MEMBER?

JOIN TODAY FOR ACCESS TO THIS AND MORE

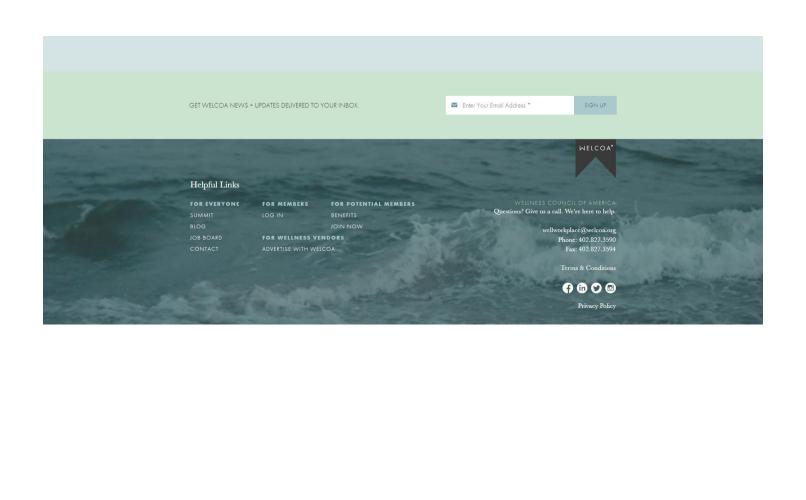
UNLOCK ALL 670 RESOURCES

SINGLE PERSON MEMBERSHIP

TRAINING + CERTIFICATION

Core Membership provides the tools, information and resources you need to build and sustain successful wellness programs.

JOIN NOW



https://www.farwellrashkis.com/legal-help-desk/ at 05:05:26, 09/05/2023

Legal Help Desk[™]

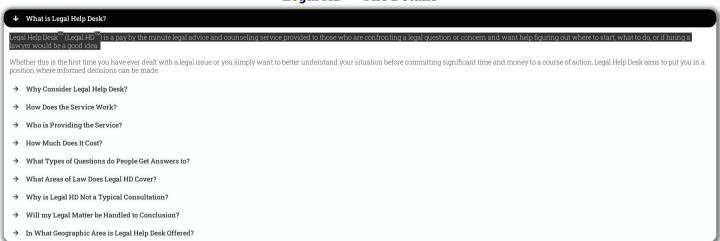
a Service Provided by FARWELL RASHKIS, LL



Let Us Answer Your Important Questions

What kind of lawyer should I be looking for?

Legal HD™ - The Details



Legal Help Desk™

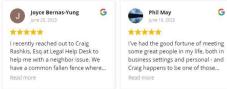
Helping you make informed decisions.











G

BOOK YOUR SESSION

Have a question? Ask it Here! Or Call Us at: 888-670-7718

Copyright 2011- 2023 by Farwell Rashkis, LLP - All Rights Reserv

CONTACT US 1 LEGAL DISCLAIMER 1 PRIVACY POLICE

https://nilestownshipgov.com/205/Legal-Assistance at 05:48:21, 02/08/2024

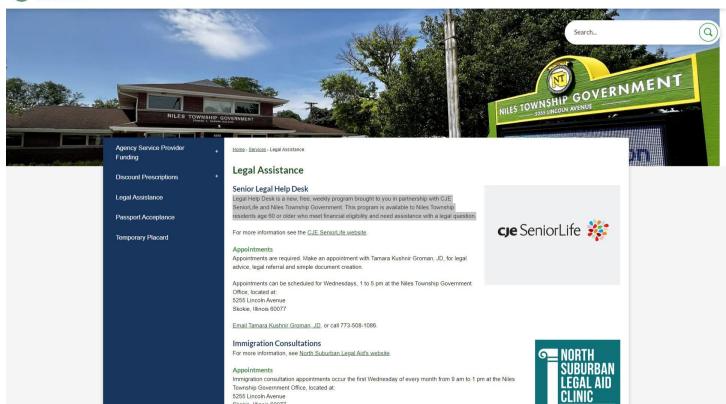


rernment Departments

Community

Services

ow Do I



Appointments are anticipated to be 30 minutes. Appointments are not limited to the dates and times listed above. Please call 847-737-4042 to make an appointment.

Immigration Legal Help

Chicago Legal Clinic provides legal services at no cost for attorney fees for immigration cases. Chicago Legal Clinic from isson is to identify legal needs and provide community-based quality legal services and education to the underserved and disadvantaged in the Chicago are, thereby promoting justice through greater access to the legal system.



Those with an immigration-related issue can call Ina Winston at 847-972-13324 or 847-987-2891.

For more information, Chicago Legal Clinic's website.

















Contact Us

Niles Township 5255 Lincoln Avenue Skokie, Illinois 60077 Phone: 847-673-9300 Fax: 847-673-3214

Quick Links

Voter Information Census FAQs Community Overview

Helpful Links

Site Map Contact Us Accessibility Copyright Notices Privacy Policy

THIS WEBSITE IS MADE AVAILABLE FOR GENERAL REFERENCE ONLY AND MAY NOT REFLECT OFFICIAL POSITIONS OF NILES TOWNSHIP. IT IS UNDERSTOOD THAT THE INFORMATION CONTAINED ON THIS WEBSITE IS BEING USED SOLELY AT THE USER'S OWN RISK. SEE MORE...

Toundation
Legal Help Desk

HOME ADDUT LEGAL ADVISORS FAQ HOW TO SUBSCRIBE

CQ

Foundation Legal Help Desk

Wittened to the Foundation segal legal leg

Copyright 2024 By Indiana Philanthropy Alliance | Terms Of Use | Privacy Statement

https://www.sorsaschools.org/legal-help-desk/ at 06:02:20, 02/08/2024





Who We Are Get a Quote Legal Help Desk School Risk Management Coverage Contact Us



Larcal Heploe Rackyers to ascuss ways to keep you out or regar not water.

When to Call



- I need to fire or discipline an employee.
- I don't know the rules.
- I don't want my school to get sued.
- The employee/student has a lawyer.
- The community is upset over this.
- How do we accomplish our goal legally?

What to Have

- Relevant Board policies and procedures.
- Collective bargaining agreement and/or other employment related contract.
- Any written documentation regarding the incident in question.

How Can We Help You?

Meet our Help Desk Lawyers

To Contact SORSA Legal Help Desk

Email to: greg@sorsaschools.org

Or call 1-866-767-7299, ask for Greg Gilliam











We have done our best to make our website ADA-compliant. If there is any part of this site you find difficult to navigate, please call us at (866) 767-7299 and we will be happy to assist you.

Who We Are Get a Quote Report a Claim Legal Help Desk Risk Management Coverage Contact Us Sitemap

Website by Effective Global Communications. ©2021 Schools of Ohio Risk Sharing Authority





Who We Are Get a Quote Legal Help Desk School Risk Management Coverage Contact Us



School Risk Management and Safety Resource Library

We welcome the opportunity to assist our members.

Are you looking for legal guidelines to assure employment compliance is being followed? Searching for a topic and resources to present at an upcoming staff in-service training day? Need a best practices checklist for your building and grounds crew?

 ${\sf SORSA}\ can\ provide\ you\ with\ answers\ and\ resources\ on\ these\ topics\ and\ many,\ many\ more.$

All you need to do is ask! Nancy@sorsaschools.org or call (419) 564-1158.

We have done our best to make our website ADA-compliant. If there is any part of this site you find difficult to navigate, please call us at (866) 767-7299 and we will be happy to assist you.

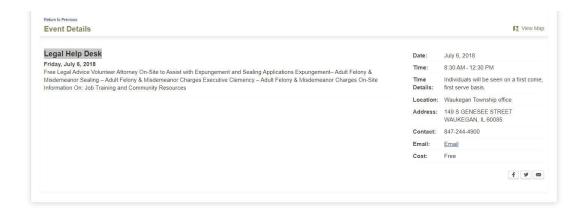
Who We Are Get a Quote Report a Claim Legal Help Desk Risk Management Coverage Contact Us Sitemap

Website by Effective Global Communications. ©2021 Schools of Ohio Risk Sharing Authority

te Sinn In



















Passports

Upcoming Trips

Facility Rental

Gift Shoppe

Transit Card



CONTACT US

Administrative Office 149 S Genesee Street Waukegan, IL 60085 Phone: 847-244-4900 Fax: 847-244-5185

HOURS

Monday - Friday: 8 a.m. - 4:30 p.m. Saturday - Sunday: Closed

me Site Map

Contact Us

Accessibility

Copyright Notices



Google Hallslate

https://iambdalegal.org/helpdesk/ at 06.09.30, 02/08/2024

Need help understanding your rights as an LGBTQ+ person or someone living with HIV? Click here to visit our virtual Help Desk.



About Us

What We Do

Get Involved

New

Search

Donate

HELP DESK-



Contact the Help Desk

Lambda Legal's Help Desk cannot provide legal advice, and your communication to our Help Desk does not establish an attorney-client relationship.

The Help Desk is not able to assist with emergencies nor time-sensitive requests for legal assistance. Additionally, as we are not a crisis hotline, if you need help finding such support we have list of LGBTQ+ focused hotlines listed below.

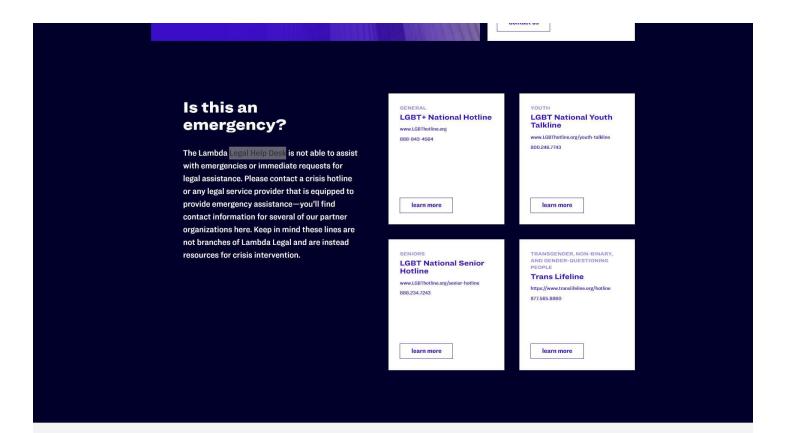
Lambda Legal's Help desk is a resource for the community we serve in providing general legal information and resources relating to discrimination based on sexual orientation, gender identity and gender expression, and HIV status.

Please note: We are unable to take walkins.

Please note: We are unable to take walk-

Please note: We are unable to take walkins.

Contactue



Contact the Help Desk

Legal First Name	Legal Middle Name		Legal Last Name		
Preferred First Name (Required)	Preferred Middle Na	me	Preferred Last Name (Required)		
Pronouns (Required)					
Select an option				*	
Email (Required)		Phone			
Mailing Address (Required)					
City of Residence		State of Residence			
Zipcode					
Preferred Method Of Contact (Required)					

	If you have a disability and the format of any access the information, please provide that in manner most helpful to you, please indicate the requested material, your preferred format format (ASCII, etc.), standard print, large pringuarantee that we would be able to meet ever our ability to communicate with all members Please Describe The Accommodations You Require.	formation in the box belothe nature of the accessibition which you want to receit, etc.), and your contact by accommodation, this in	w. To enable us to respond in a lity problem, the web address of eive the material (electronic information. Though we cannot	
	Lambda Legal can't do this work without your support. Your gift today keeps Lambda Legal's lawyers in courtrooms across the country fighting to strike down these morally wrong and legally unconstitutional laws and we need your support now more than ever.	\$500	\$50 \$125 Other	
ABOUT	RESOURCES	NEWS	STAY INFORMED	

History Governance & Financials Strategic Plan Staff Contact Careers Privacy Policy	Legal Help Desk Cases Legacy Case Archive Legal Docs Archive	Blog	Add your name to stand with our team of lawyers advocates, and allies across the country. Plus, get news and opportunities for action delivered straight to your inbox. First Name Last Name Email	
(f) (i) Lambda Legal 120 Wall Street, 19th Fig.	oor, New York, NY 10005		::	í



HOME - RESOURCES

MEMBERS ONLY RESOURCE

Legal Help Desk



Wellness Law Attorney, Barbara Zabawa, has partnered with WELCOA to offer a new member-exclusive legal help desk service.

YOU MUST LOGIN TO ACCESS THIS RESOURCE

NOT A WELCOA MEMBER?

JOIN TODAY FOR ACCESS TO THIS AND MORE

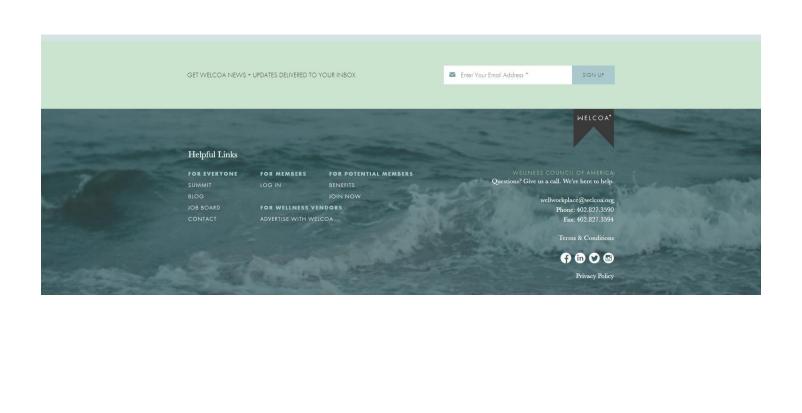
UNLOCK ALL 676 RESOURCES

SINGLE PERSON MEMBERSHIP

TRAINING + CERTIFICATION

Core Membership provides the tools, information and resources you need to build and sustain successful wellness programs.

JOIN NOW



WATCH NOW: 21 News 5:00 and 6:00 P.M.





Mahoning County Probate court to offer free legal help desk

The Mahoning County Probate Court will now offer a free legal help desk to help people with questions regarding simple probate proceedings.

Friday, May 24th 2019, 5:41 PM EDT

Updated: Thursday, May 30th 2019, 10:39 AM EDT



MOST POPULAR

STORIES VIDEOS

Seven year sentence for Youngstown woman caught after two-month police search

Ohio State Highway Patrol hiring for critical positions

Youngstown Air Reserve Station saying 'farewell' to the C-130-H Hercules

Bag of emaciated puppies



The Mahoning County Probate Court will now offer a free legal help desk to help people with questions regarding simple probate proceedings.

According to a release from Judge Robert Rusu's office, the Help Desk will be staffed by local lawyers who will be available every Tuesday and Friday between the hours of 10 a.m. and 2 p.m. beginning June 4, 2019.

Help will be offered on a first-come, first-served basis. In addition, due to this being a free service and the court having limited resources, individuals will be limited to one visit per case.

The Help Desk attorneys cannot assist in the making of a Will, complicated estate proceedings, adoption proceedings or contested matters. If a specific situation is not within the scope of the Help Desk, individuals will be referred to local lawyers who may be able to help.

Judge Rusu stated that he strongly recommends individuals seek the assistance of their own lawyer and not represent themselves in court

However, for individuals with minor probate issues and limited resources, they can take advantage of the Help Desk to make the probate process easier and quicker.

There is no charge for using the Help Desk but Judge Rusu stated that all court filing fees for the specific pleading are still applicable and will be collected from the filer at the time of filing.



discovered on Youngstown's west side

Niles man accused of throwing dog against wall



Upcoming Events



Judge Rusu stated that "People come to the court every day and mistakenly believe that the staff can tell them what they need to do and how to complete certain probate proceedings. Unfortunately, that constitutes giving legal advice and since most court employees/clerks are not lawyers, they cannot give legal advice."

Have a news tip for 21-WFMJ?

21 News Anytime, Anywhere.



















NATIONAL NEWS



Higher-dose naloxone spray didn't save more lives, researchers find

Marine Corps confirms the worst: All 5 troops killed in helicopter crash in California mountains

Climate scientist Michael Mann wins defamation suit over comparison to

OHIO/PA NEWS



Pro bowler from Ohio arrested while competing in tournament in Indiana

Former Ohio sheriff's deputy charged with murder testifies that the man he shot brandished gun

Democrats are defending their

ENTERTAINMENT



Countdown begins for April's total solar eclipse. What to know about watch parties and safe viewing

In the Heartland: The Music of The Michael Stanley Band

Adult dancers in Washington state want a strippers' bill of rights. Here's how it could help them



molester, jury decides

6 members of Philadelphia area family are feared dead in house fire and shooting, prosecutor says

No charges for off-duty officers in fatal shooting of 2 men outside Nebraska bar

Multiple threats to election systems prompt US cybersecurity agency to boost cooperation with states

molester, jury uco

6 members of Philadelphia area family are feared dead in house fire and shooting, prosecutor says

No charges for off-duty officers in fatal shooting of 2 men outside Nebraska bar

Multiple threats to election systems prompt US cybersecurity agency to boost cooperation with states

for 4th time in a year

Police apologize to woman at center of 2018 sexual assault case that has rocked Canadian hockey

A Minnesota town used its anti-crime law against a protected class. It's not the only one

The debate over Native American mascots persists as some schools reinstate the logos

Police apologize to woman at center of 2018 sexual assault case that has rocked Canadian hockey

A Minnesota town used its anticrime law against a protected class. It's not the only one

The debate over Native American mascots persists as some schools reinstate the logos

.....

Locally made, 'Gemini', premiers

Tickets on sale this week for July 2 Beach Boys concert in Youngstown

Country music star Toby Keith dead at 62

Locally made, 'Gemini', premiers Saturday

Tickets on sale this week for July 2 Beach Boys concert in Youngstown

Country music star Toby Keith dead at 62

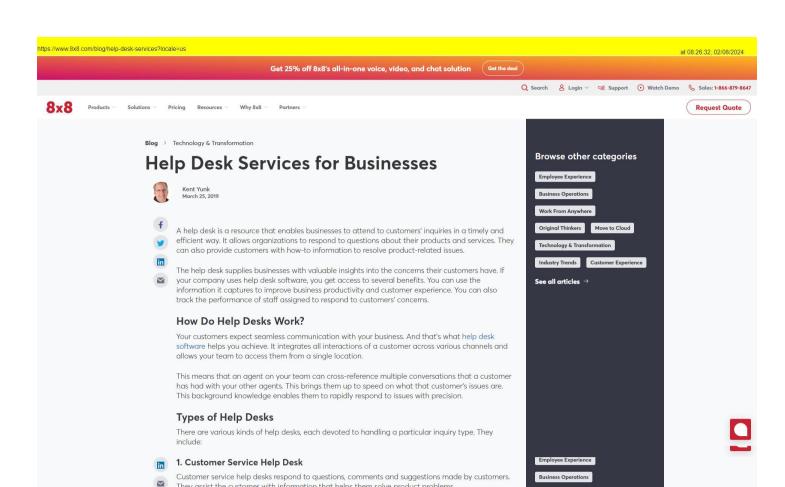






NEWS WEATHER SPORTS VIDEO COMMUNITY JOB OPENINGS CONTACT US WBCB

All content 8 copyright WFMJ com News weather aports for Youngstom-Werren Ohio.
WFMJ 101 W. Bourfman Street I Youngstom, OH 44903
rved. For more information on this site, Jeans rend our Princey Policy, Terms of Service, and Ad Choices.
On Not Stall My Present Information
FOWISTO IN 6 FRANKLI HEIDA



2. IT Support Help Desks

An IT company usually maintains help desks to assist clients with concerns or problems using its products or solutions. Organizations also have IT help desks to resolve internal problems with IT equipment or software.

For example, your staff could have issues using the project management application. Such issues will be handled by an external help desk—usually that of the project management solution vendor. However, your internal IT support help desk will be called in if your staff has problems logging in to their workstations.

3. Finance Help Desk

Finance help desks receive and respond to customer inquiries about finance-related issues. They're usually found at banks and other financial institutions. They can also be found at other organizations that receive lots of finance-related inquiries.

4. Legal Help Desk

Law firms may have legal help desks that attend to requests from a prospective or existing client. These desks provide resources to answer a client's questions about legal issues. Other organizations that aren't law firms can also have a legal help desk. This helps them deal with legal questions around products, user contracts and other legal matters.

5. HR Help Desk

These help desks are designed to respond to employees' questions about HR-related issues. These include inquiries about training, form submissions, leave policies and general office procedures.



Why Help Desk Software Is Important for Your Business



In today's fast-paced world, the functionality of help desks can be extended with the use of technology and software. Web-based and cloud-based help desk software enables businesses to resolve customer's issues.

Here are some ways a help desk software can help your business:

- Omnichannel: It lets you view all your support channels in one place. This allows you to transfer
 a customer between communication channels with ease
- Analytics: You get analytics and reporting on agent interaction with customers, which you can use to evaluate their performance
- Customer insights: Help desk software comes with analytics and tagging functions. These
 provide insights into how customers perceive your product. You gain a better understanding of
 what your customers like or don't like about your products and services
- Frequently asked questions: You can track customers' frequently asked questions and create resources like FAQs and quides. These resources enable customers to self-resolve their problems





- without reaching out to your help desk. This reduces the number of tickets you get and the workload on your agents
- Automation: It also allows you to automate support tasks. You can set up an autoresponder that sends an automated reply to customers when they ask certain questions

What Are Help Desk Services?

Help desk services refer to the type of assistance that's provided by a help desk. For instance, a legal help desk offers assistance on legal matters. An IT help desk may explain the steps for installing software. It could also provide guidance on how to use or troubleshoot an IT product or service.

Help desk services are usually delivered over the following digital channels: emails, live chat or voice/video call. Savvy businesses respond to inquiries via their customers' preferred communication channels. Having the right business communication solution makes this easy.



Here are some of the services that customers can get from a help desk:



1. Software Installation

An IT help desk software can guide customers through the steps for installing software on their computers. It can also handle the installation on the customers' behalf and help them understand how the software works.

2. Account Management

Help desk managers assist new software users with access to their accounts. They also help existing users with renewing their old accounts.

3. Incident Response

Help desk agents may receive requests to resolve security threats like malware and hacking attempts. They can provide proactive advice to users and guide them on removing malware. If serious, they can escalate the issue to a cybersecurity expert within the company.

4. Troubleshooting

Support agents work with customers to resolve product usability problems. After the customer $\,$ explains the problem, agents may ask key questions to better understand the situation. Once they do, they suggest possible pathways to resolve the problem or escalate it.

What Software Do Help Desk Services Use?

If you are considering deploying help desk software for your business, you will have to choose one from these categories:

1. Internal Help Desk Software

iries from employees within an organization. It's u



deployed to aid IT and HR departments attend to questions from other staff members. This tool allows your help desk staff to resolve internal problems and increase productivity levels.



This caters to inquiries from within and outside an organization. An enterprise help desk comes with multiple tools and features that you can customize to suit and support your business needs. However, this software is intended for large companies with a lot of employees. It provides your agents with access to a robust knowledge base and tools to better deliver help desk services.

3. Open-Source Help Desk Software

Businesses may opt for open-source help desks instead of one that's licensed. An open-source help desk is fully customizable, as users have access to its source code. However, you need to have a skilled IT team to handle the complex programming required to customize the tool.

4. Web-Based Help Desk Software

A web-based help desk solution provider hosts the software on its server. This means you pay a monthly or an annual fee to access it. The service provider also helps you manage data, security and updates.

5. Cloud-Based Help Desk Software

As the name implies, cloud help desk software is hosted on the cloud. Such cloud-based solutions offer users several benefits. For one, you can access the solution from any geographical location. Also, you can quickly scale your help desk to meet increased demand. This is particularly useful when your business is launching a new product or an update.

How Help Desk Ticketing Software Helps Your Business

Customer service is a top priority for every business. Delivering top-notch customer service improves customer loyalty. It also boosts your competitive edge and increases sales. However, many small businesses, especially those with a growing customer base, find it difficult to deal with customers' inquiries. This is where help desk ticketing software comes in.

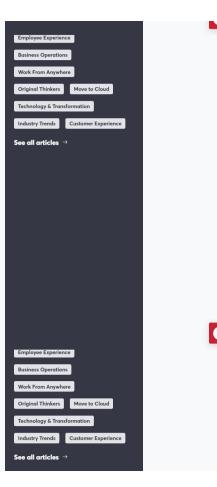


This software collates relevant data about all the interactions a customer has with your support desk. These interactions may occur via email, phone call, text, social media, etc.

When a customer sends a complaint or inquiry to your help desk, help desk ticketing software automatically creates a ticket. This ticket contains the details of the inquiry or complaint. Your agents can refer to this ticket to monitor the progress of an interaction and any resolution efforts made.

Help desk ticketing software has the following features:

• View ticket status: With help desk software, your agents can view the status of a ticket to



monitor its progress. Inis enables seamless communication across channels. It also ensures that your agents deliver a coordinated response to customers' needs

- Self-service: Resources like FAQs and forums can be made available to customers who prefer to
 resolve their problems themselves
- Ticket history: Ticketing software records details from a customer's previous interactions with your business. This enables your team to trace the history of all interactions. It also provides documented proof of your resolution efforts
- Notification system: A ticketing software notification system sends alerts to its users and
 customers. The alerts inform them of changes in a ticket's status or other activity they should
 know about
- Omnichannel ticketing: This feature is vital for businesses that interact with customers through
 multiple channels. Your agents can access details of those messages and respond to them via a
 single integrated touchpoint
- Customization: It's hard to find a help desk ticketing system that takes care of your exact needs.
 However, the ideal ticketing software offers some level of customization. This allows you to tailor its functionalities to meet your specific requirements
- Grouped tickets: Your agents can group tickets covering a specific kind of concern under a single ticket tag, then deliver a single response to all of them at once



With a help desk ticketing system in place, you can engage your customers across multiple channels in a seamless manner. Your response teams will be able to transfer customer requests to departments and tiers that are qualified to handle them.

The software also allows you to reassign calls or inquiries to agents with fewer responsibilities. Redistributing call traffic across your service team ensures that inquiries are attended to in the shortest possible times. As the demand for service from customers increase, your team will want to prioritize workflows. This enables them to attend to more important tasks first. Customers that prefer self-service can access a robust lineup of resources.

Help Desk Certifications

While help desk software can improve your company's ability to resolve customers' problems, they will only be effective if you have qualified agents managing them.

Help desk institutions offer training programs that equip support teams with the skills they need to manage help desks. There are several kinds of certification programs available from these bodies. Each certification imbues the holder with a specific skill.

If you would like your team to get better at managing help desks, you can have them undergo any of these training:

1. ITIL Foundation

The Information Technology Infrastructure Library (ITIL) Foundation course covers basic help desk support skills. It shows the learner how to use help desk software. It's offered by AXELOS, a venture that trains individuals in project management and IT services has practices.





2. CompTIA A+

This online training course is offered by the Computer Technology Industry Association (CompTIA). It takes participants through the tools they will be working with at their support roles. It also shows them how they can manage data security concerns while on the job.



3. Network+



Network+ is also available from CompTIA. This focuses on network troubleshooting skills. Help desk technicians need such skills to handle network connection issues.

4. HDI-CSR

The Help Desk Institute (HDI) offers this customer service representative (CSR) course to help desk agents. It teaches them how to manage customer expectations with help desk tools and the steps involved in this process.

Resolving Issues Promptly With the Right Help Desk Services

Your customers expect you to resolve their issues quickly and efficiently. You don't want to disappoint them. If you have the right help desk software in place, you will be able to handle their concerns and resolve their problems in the shortest possible time.

Your agents need a help desk software that's easy to use, intuitive and comes with essential capabilities. This enables them to handle customers' inquiries swiftly and efficiently. These features will help your agents attain peak productivity and serve customers properly.

If you are looking for an enterprise tool that meets these criteria, you're in the right place. 8x8 provides cloud-based help desk software that's ideal for small businesses. It simplifies and automates your interaction with customers and frees up time and resources that you need to grow your business.

Call centers rely on their technology to empower them to be as productive as possible. With 8x8's Virtual Contact Center, you get world-class technology and everything your call center needs in one place. Call 1-866-879-8647 or fill out an online form to request a no-obligation quote from an 8x8 product specialist.

RELATED TOPICS

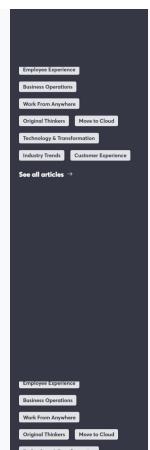


Call Center Duties



Call Center Services

Working In Call Center



Explore Related



Onward at 8x8: Delivering Technology Intentionally
Engineered for Customer Success

Our single platform approach differentiates our solutions and creates an incredible advantage for customers.



How Contact Centers are Adapting to Remote and Hybrid Work Expectations

Contact centers unable to meet the demand for new working patterns are coming to grips with the harsh reality that their agents can and will go elsewhere.



8x8 Delivers Goodness All Year Long with 2023 Product Innovations

At 8x8 we work year-round to deliver innovative solutions that help our customers exceed their customer expectations.



Request a Quote

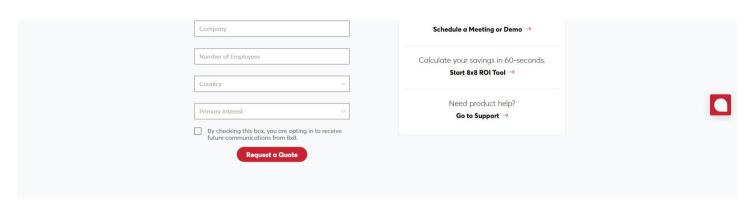
Name	
Business Email	

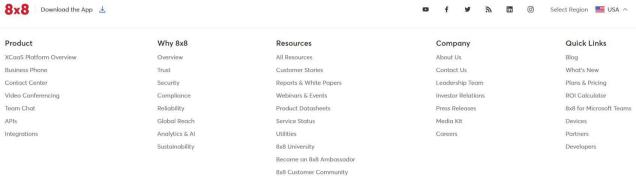
Get your fast, no-obligation quote now

1-866-879-8647

Chat with an 8x8 Expert

Chat with Sales →





Privacy Policies | Terms & Conditions | Modern Slavery Statement | Accessibility Statement | Cookie Policy | Privacy Preferences

© 2024 8x8, Inc. All rights reserved.



https://www.backbaystaffinggroup.com/legal at 08:30:13, 02/08/2024



About Employers Candidates Employees Conventions Diversity Specialties Media Giving Open Jobs Contact Us Blog





Legal Staffing

Legal Recruitment Specialists

Our specialty groups provide direct hire, executive search, temporary staffing, contract consulting and contractto-hire solutions as well as payroll services to law firms, corporations, healthcare institutions, emerging growth companies, government agencies and Fortune 500 businesses across all market sectors and industries.

Back Bay Staffing Group has worked with top firms to seek out law professionals who meet the cultural suitability within a given office environment based on location, size, and skills. Our staff has over 25 years of experience carefully screening and placing people into the right team. Our recruitment process takes into account both the employer and employee needs in the hiring equation. The goal is always to ensure the best and brightest professionals are given a chance to excel. Our mission is to develop and grow your practice. Our <u>employment</u> agency specializes in the recruitment and placement of legal professionals whose expertise is unmatched in the field. Our professionals aggressively pursue the best and brightest legal talent who provide these services:

- Attorney
- Paralegal
- · Legal Secretary
- · Litigation Support
- E-Discovery
- Legal Help Desk
- Document Review
- Seasonal needs
- Court Reporting & Transcription

New Legal Job Postings

- 1) Mutual Fund / ETF Chief Compliance Officer 5-10 years experience
- 5-10 years as a fund chief compliance officer; investment advisory compliance background. JD/MBA a plus.
- · Strong knowledge of the investment Company Act of 1940, the investment Advisers Act of 1940, the Securities Act of 1933, the Securities Exchange Act of 1934, and CFTC/NFA commodity pool and commodity trading advisor regulations.
- · Knowledge of ERISA; familiarity with Bloomberg OMS a plus
- 2) Adviser Chief Compliance Officer 5-10 years experience
- · 5-10 years as a chief compliance officer. JD/MBA a plus.
- Strong understanding of the asset management industry and securities markets, as well as detailed knowledge of securities laws, rules and regulations that relate to investment advisers (e.g., the investment Company Act of 1940, the Investment Advisers Act of 1940, the Securities and Exchange Act of 1934, the Securities Act of 1933 and the Commodities Exchange Act).
- · Significant experience with the structure and operation of U.S. and non-U.S. private investment funds
- · Knowledge of ERISA; familiarity with Bloomberg OMS a plus

BACK BAY STAFFING GROUP	Our Work Follow
224 Clarendon Street Suite 51 Boston, MA 02116 <u>617.262.1313</u>	About Twitter Employers Linkedin Candidates Facebook Media Our News
	<u>Contact Us</u> Privacy Policy

United States Patent and Trademark Office (USPTO)

USPTO OFFICIAL NOTICE

Office Action (Official Letter) has issued on February 8, 2024 for U.S. Trademark Application Serial No. 97659026

A USPTO examining attorney has reviewed your trademark application and issued an Office action. You must respond to this Office action to avoid your application abandoning. Follow the steps below.

- (1) Read the Office action. This email is NOT the Office action.
- (2) **Respond to the Office action by the deadline** using the Trademark Electronic Application System (TEAS). Your response, or extension request, must be received by the USPTO on or before 11:59 p.m. **Eastern Time** of the last day of the response deadline. Otherwise, your application will be abandoned. See the Office action itself regarding how to respond.
- (3) **Direct general questions** about using USPTO electronic forms, the USPTO <u>website</u>, the application process, the status of your application, and whether there are outstanding deadlines to the <u>Trademark Assistance Center (TAC)</u>.

After reading the Office action, address any question(s) regarding the specific content to the USPTO examining attorney identified in the Office action.

GENERAL GUIDANCE

- <u>Check the status</u> of your application periodically in the <u>Trademark Status & Document Retrieval (TSDR)</u> database to avoid missing critical deadlines.
- <u>Update your correspondence email address</u> to ensure you receive important USPTO notices about your application.
- Beware of trademark-related scams. Protect yourself from people and companies that may try to take financial advantage of you. Private companies may call you and pretend to be the USPTO or may send you communications that resemble official USPTO documents to trick you. We will never request your credit card number or social security number over the phone. Verify the correspondence originated from us by using your serial number in our database, TSDR, to confirm that it appears under the "Documents" tab, or contact the Trademark Assistance Center.
- Hiring a U.S.-licensed attorney. If you do not have an attorney and are not required to

have one under the trademark rules, we encourage you to hire a U.S.-licensed attorney specializing in trademark law to help guide you through the registration process. The USPTO examining attorney is not your attorney and cannot give you legal advice, but rather works for and represents the USPTO in trademark matters.